

# Remission of Financial Liability due to Special Circumstances Policy - Higher Education

**Policy Code:** STU-007**Version:** 19.0**Effective Date:** 13 June 2024

## Purpose

The policy provides the minimum requirements for circumstances under which a student or former student may seek remission of debt or refund of fees under special circumstances, including but not limited to:

- FEE-HELP / HECS-HELP debt
- Upfront tuition fees

Cancellation fees (international students only) are not covered in this policy, rather under the *Refund Policy - International* and the *Special Consideration Policy - Higher Education*.

## Scope

- All Campuses
- All Courses and Departments
- All Higher Education students - Domestic and International
- All former Higher Education students (up to 12 months after cessation of enrolment)

## Policy Statement

This policy applies to cases of special circumstances whereby a student (or former student), for reasons beyond their control, is seeking to withdraw from a subject or course after census date without financial liability due to an inability to continue with and complete their studies.

For international students studying on a student visa, this policy encompasses compassionate and compelling circumstances as set out in the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*.

Unless otherwise stated, all provisions of this policy apply to both current and former students of the College who meet the criteria outlined, and references to 'student' include both current and former students.

## Special Circumstances

### General Guidelines

The College recognises that there may be times when a student's circumstances may warrant an application for removal of financial liability after census date. If the student is enrolled within a course or subject and withdraws after census date, they remain financially liable for the student contribution amount (FEE-HELP / HECS-HELP – for CSP students) or any upfront tuition fees incurred for that subject. The only exception to this liability is if the student applies for and is successful in having their financial liability removed under this policy. If a student withdraws from study due to special circumstances, they can apply to have their financial liability removed. Removal of financial liability after census date includes having:

- FEE-HELP / HECS-HELP debt remitted and the balance re-credited

- Upfront tuition fees credited towards a future study period or refunded.

## Responsibilities

### Student Responsibilities

The College acknowledges that a student's circumstances may change throughout their studies and all students are expected to:

- withdraw from a subject/s prior to census dates where necessary, and manage their studies across teaching periods in alignment with personal and / or family and / or life circumstances
- manage studies in alignment with census dates via the Student Portal > My Study. All teaching period census dates are available when enrolling into a subject via the Student Portal, and available on the Student Hub > Re-enrol > Timetables page.
- recognise own personal, cognitive and mental wellbeing, and identify when and how to seek support and strategies to balance study load across teaching periods and align with the *Inherent Course Requirements*.
- seek support throughout their studies via the LMS > Help > Consultations. Refer to the *Student Services Support Policy - HE* and the *Disability Policy*.

### College Responsibilities

The College maintains its responsibility to:

- ensure that this policy is accessible to all staff and students via the College website
- ensure that commencing and current students are informed of their responsibilities to manage their studies in College onboarding and orientation information
- provide students with access to the Student Portal to be able to manage enrolments, including adding and withdrawing from subjects and / or withdrawing from a course or subject prior to census date
- provide students the opportunity to register for the *Access and Equity Program* where appropriate, and the ability to disclose a disability or mental health condition supporting the implementation of a Reasonable Adjustment Plan (RAP). Refer to *Reasonable Adjustment Policy*
- identify students at risk and provide access to student support services, i.e. support consultations via the LMS > Help > Student Consultations. Refer to the *Student Services Support Policy - HE* and the *Disability Policy*
- ensure the college is fully compliant with the *Higher Education Support Act 2003* (HESA) section 42, Re-crediting, remission and repayment, which is legislated by the Department of Education, Skills and Employment (DESE).

## Student Eligibility Requirements – After Census Date

The remission of financial liability due to special circumstances is heavily governed by both government legislation and the College accreditation requirements as a provider within the *Higher Education Support Act 2003* (HESA), section 42, Re-crediting, remission and repayment, which is legislated by the Department of Education, Skills and Employment (DESE).

## HESA Legislative Pillars

It is a requirement that the remissions of financial liability due to special circumstances meet all three (3) legislative pillars as per the HESA:

1. The circumstances were beyond their (the student's) control
2. The circumstances did not make their full impact until on or after census date
3. The circumstances made it impracticable for a student to complete the subject/course requirements.

## Student Eligibility Criteria

To be eligible for removal of financial liability, students **MUST** meet the following criteria:

- The student was still enrolled in the subject after census date.
- The student did not complete the subject
- The student applies within 12 months from the date they withdrew from the subject (s) and or from the date they withdrew from the course.
- The student **must not** have completed the requirements for the subject.

Students are **not** eligible for a refund or remissions when:

- the enrolled subject(s) have been completed and recorded a passing grade .

## Student Leave of Absence Criteria

- where a student has a leave of absence, the 12-month period starts from the leave of absence date of completion
- late applications may be considered where the nature of the circumstances prevented the student from submitting an application within 12 months. Late applications and an application after leave of absence must include certified supporting evidence from a relevant professional and / or a Qualified Medical Professional that the circumstances prevented submission within the 12-month timeframe.

## Special circumstances include:

Special Circumstances that make it impractical for the student to complete the requirements include:

**Medical circumstances:** for example, where a medical condition has changed to such an extent that a student is unable to continue studying.

**Family / personal circumstances:** for example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies.

**Employment related circumstances:** for example, where a student's employment status or arrangements have unavoidably changed so that the student is unable to continue studies.

**Compassionate or Compelling circumstances:** such as hardship or trauma, severe disruption to family circumstances, domestic arrangements, victims of a violent crime or an accident. Those circumstances are considered beyond a student's control and have an impact on a student's ability to complete their studies in a teaching period.

The table below outlines examples to be used as a guide when considering the submission of a remissions application (*this list is not intended to be exhaustive and is for illustrative purposes only*).



Case Submission	Remissions Eligibility	Recommendation
Student submits an application after census date, after being involved in a car accident, resulting in injury and trauma.	Yes	<p><i>Student submits application with certified documentation to support meeting the 3 legislative pillars as per the HESA.</i></p> <p><i>With consideration of the case, the College will also recommend that the student is placed on a leave of absence from studies to support recovery and wellbeing.</i></p>
Student submits an application as they have an ongoing medical condition that has impacted their studies and they are not well enough to attend classes or clinic.	No	<p><i>Student submits an application to support an assessment extension or deferred examination or clinic make-up via the Student Portal &gt; Special Consideration and Academic Appeals.</i></p> <p><i>Student connects with support teams / a Success Adviser / an Academic for advice and refers to the <b>Special Consideration Policy</b>.</i></p>
Students submits an application after census date, as an immediate family member has been diagnosed with a terminal illness. Student has become full time carer for spouse and family, and can no longer complete subjects enrolled into for that teaching period.	Yes	<p><i>Student submits application with certified documentation to support meeting the 3 legislative pillars as per the HESA.</i></p> <p><i>The student is recommended to reassess their current commitment to studies and manage and change their study load based on the change in their personal circumstances.</i></p> <p><i>With consideration of the case the College will also recommend that the student is placed on a leave of absence from studies.</i></p>
Student submits an application as the study load became too large when managing childcare and personal responsibilities of a young family.	No	<p><i>Student books a consultation with a Success Adviser to discuss the correct study load to balance ongoing family commitments and study commitments.</i></p> <p><i>Student plans in advance based on life circumstances and withdraws from studies prior to census date based on family circumstances.</i></p>
Student has a diagnosed mental health condition, and this has increased in severity after census date, resulting in increased medication and hospitalisation.	Yes	<p><i>Student submits application with certified documentation to support meeting the 3 legislative pillars as per the HESA.</i></p> <p><i>With consideration of the case, the College may also recommend that the student is placed on a leave of absence from studies and on return, registers for the <b>Access and Equity Program</b>. The student may be</i></p>

		<i>required to provide a 'fit for studies clearance letter' to resume Higher Education studies, and book a consultation with a Success Adviser on managing study load and managing studies prior to census dates.</i>
Student has anxiety and stress coming into the examination period, and does not sit final assessments and / or examinations.	No	<p><i>Student books a consultation with an academic / support / success adviser for subject and study planning support.</i></p> <p><i>Based on timelines, student submits an application to support an assessment extension or deferred examination or clinic make-up via the Student Portal &gt; Special Consideration and Academic Appeals.</i></p> <p><i>Student books a free counselling session with ACS (Australian Counselling Service) to support wellbeing while managing studies.</i></p> <p><i>Student is recommended to book an appointment with a local GP for recommendations to support anxiety and stress management.</i></p>
Student submits an application after census - due to a third party payment default, the student has had to declare a family business bankrupt, and are now facing legal procedures and can no longer commit to their studies.	Yes	<p><i>Student submits application with certified documentation to support meeting the 3 legislative pillars as per the HESA Act.</i></p> <p><i>With consideration of the case, the College will also recommend that the student's studies are placed on a leave of absence.</i></p>
Student forward-enrolled into subjects and forgot they were enrolled, did not check subject enrolments via the Student Portal > My Study or LMS > Subject enrolments	No	<p><i>Student checks the Student Portal &gt; My Study before each teaching period.</i></p> <p><i>Student sets up a digital / paper dairy reminder, checks College communications regularly.</i></p> <p><i>Student books a consultation with a Success Adviser on how to plan and manage studies.</i></p>

## Supporting documentation

Students **must** provide certified copies of any independent and supportive documentation as part of any application for special circumstances.

The documentation **must** clearly indicate the following:

- the level of impact of the special circumstances
- what the special circumstances were
- when they occurred
- how long they lasted; and
- for applications relating to a remission / refund of debt, that the circumstances made their full impact on the student on, or after, the census date.

Students that do not provide certified documentation do not meet the policy criteria, and:

- the application will be denied within ten working days if certified documentation is not provided to assess the case
- the application will be required to be re-submitted with the correct documentation within the policy timeframes.

All student applications are managed according to the [Privacy Policy](#).

### Medical circumstances

Reasons for special circumstances on medical grounds are considered in the case of serious illness.

- A serious illness is an unexpected illness of a serious nature, a recurrence of a chronic illness or an accident with a serious impact on a student(s) health.
- Illness, disabilities or medical conditions that existed prior to the census date will not qualify as grounds for a refund or remissions, unless the condition or disability has been compounded by an **unexpected change, an acute exacerbation, or an additional condition**. All students with pre-existing conditions are recommended to be a member of the [Access and Equity Program](#). Refer to [Disability Policy](#).

Student medical documentation must meet the following criteria:

- be signed and on printed letterhead;
- is from a registered treating Qualified Medical Professional or approved specialist (depending on the nature of the condition);
- includes the medical provider number and medical practice contact number
- specifies that the illness is serious;
- specifies **the date that the illness took effect** and the **duration of the illness**; and
- details the **impact the illness had on being able to complete studies**.

It should be noted that medical practitioners are subject to strict guidelines regarding supply of medical certificates, and these should be reviewed by students prior to seeking medical assistance under this policy ([Guidelines for Medical Practitioners on Certificates Certifying Illness](#)).

### Family / Personal / Employment / Financial Circumstances

Reasons for special circumstances on family / personal / employment / financial circumstances also include:

- compassionate and compelling circumstances such as hardship or trauma, including the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident.

Student special circumstances documentation must meet the following criteria:

- a letter or report from a treating health professional, signed and on printed letterhead; and
- is from a registered treating Qualified Medical Professional or approved specialist (depending on the nature of the condition); or
- is from a person qualified to assess and support the application (e.g. grief counselling); or
- a death notice (or funeral director notification); or
- is from a local authorised office or officer, such as public or private hospitals, law enforcement officers, court appointed counsel or services, court or legal documentation, accident, police or victims of crime reports; or
- is from a registered financial institute / bank, on printed letterhead and signed by an authorised representative of the company; or
- is from a registered employer, on printed letterhead and signed by an authorised representative of the company; **AND**
- specifies **the date that the circumstances took effect**; and
- details the **duration** and the **impact on not being able to complete studies**.

### Statutory Declarations

If a student is unable to supply documentation from an independent source, a statutory declaration may be submitted that describes:

- a. why a fee remission is being sought
- b. what supporting documentation has been sought
- c. when the documentation was sought and why it cannot be provided.

Students should be aware that it may be difficult to make a positive decision on the basis of a statutory declaration alone.

### Unsupported Documentation

Documentation that is not considered independent will not be accepted from:

- a student's relatives or personal friends, or friends of the family
- other students or staff members at the College
- other old or incorrect College documentation, or documentation that has been submitted for special consideration or other case submission at the College
- text messages, screenshots from websites and social media platforms, screen grabs and / or videos of severe weather events, social media chat conversations or online messaging including, but not limited to messaging between landlords, service providers, students, staff or members of the College.

## Special Circumstances - Do not include:

Special circumstances applications may not be approved for many reasons; however applications submitted under the following reasons **do not meet** the 3 legislative pillars for a remissions submission:

- students' lack of knowledge of policies and procedures, forgetfulness of census dates, non-completion of Government FEE-HELP or HECS-HELP requirements, 'changing their mind' about studying, forgetfulness of subject or enrolments, and / or non-engagement with support teams that result in students wanting to withdraw after census dates. Refer to [Student Responsibilities](#).



- students forgetting about being enrolled in a course or subject; forgetting to withdraw from a course or subject; or not managing studies based on life circumstances prior to census date. Refer to [Student Responsibilities](#).
- pregnancy will not qualify as a serious illness unless accompanied by confirmation from a registered Qualified Medical Professional that indicates that additional pregnancy related, or unrelated conditions were present that were considered serious in nature.
- a diagnosis or isolation period for COVID-19 or long COVID unless accompanied by confirmation from a registered Qualified Medical Professional and / or certified documentation that indicates that additional personal circumstances, related or unrelated conditions were present that were considered serious in nature. These circumstances will usually be managed through special consideration requests for extensions and / or deferred examination or clinic make-up requests and managed through assessment date and time modifications rather than as a remission of financial liability application. Refer to [Special Consideration Policy - Higher Education](#).
- the student has been withdrawn from a class or clinical subject for reasons for unsatisfactory performance or unsafe, negligent or unprofessional practice and a Fail (F) grade is recorded for the subject in accordance with the [Leave of Absence, Variation of Course and Withdrawal Policy - Higher Education](#).
- a breach of the course requirements or academic integrity has been proven, and a penalty of an overall Fail (F) grade has been recorded in accordance with the [Assessment Policy - Higher Education](#).
- student's incapacity to repay a FEE-HELP / HECS-HELP debt, as repayments are income-contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances.

The circumstances listed below do not meet the legislative requirements of a remissions application, however these requests may be considered through special consideration applications with supporting documentation and [Access and Equity Program](#) registration. Refer to the [Special Consideration Policy - Higher Education](#), the [Disability Policy](#) and the [Reasonable Adjustment Policy](#):

- special circumstances such as religious observance or obligations, formal legal commitments, military service, service with a recognized emergency management service, representing your state or home nation at a significant sporting or cultural event or unforeseen and significant employment-related circumstance such as move interstate at short notice.
- faulty technology, intermittent internet access, not meeting the digital and information technology requirements of the course as outlined in the [Inherent Course Requirements](#).
- a normal change in work arrangements such as a change of shift or planned holiday arrangements or social / leisure / personal commitments made by the student within a calendared study period (including overseas travel and school holidays).
- student's inability to manage their own pre-existing mental health and / or wellbeing condition in line with study responsibilities as outlined in the [Inherent Course Requirements](#).
- students with a high level of anxiety and stress at times of assessment and final examination periods.

## Applications for Remission of FEE-HELP / HECS-HELP Debt or Refund of Tuition Fees

Special circumstances for the purposes of a remission of FEE-HELP / HECS-HELP debt or refund of tuition fees, are defined under the *Higher Education Support Act (2003) (HESA)* and related guidelines, with strict requirements related to:

- when the circumstances occurred



- when they affected the student
- the timeframes in which students can apply for refund / remission of fees.

In order for an application for the remission of FEE-HELP / HECS-HELP debt or refund of tuition fees to be considered, it **must** meet all three elements of the Special Circumstances test as defined by *HESA (2003)*. These are:

1. that the circumstances were beyond the student's control
2. that the circumstances made their full impact on or after census date
3. that the circumstances made it impracticable for the student to complete the requirements of the relevant subject/s.

Applications for Special Circumstances for the purposes of a remission must reach the College within **12 months** of the relevant census date, which is the last date that a student can withdraw without incurring the full tuition fee.

**NOTE:** All of the information above applies to both current and former students, however separate application processes apply as outlined below.

## Submitting an application – current students

To submit an application for removal of financial liability, the student must:

- complete an application form via the Student Portal > Fees Refunds and Remissions
- attach **certified** supporting documentation to the application
- complete the application within twelve (12) months from the relevant census date of the subject/s applied for
- state why the student was able to complete some subjects and not others, if an application is submitted for some, but not all, enrolled subjects.

When submitting an application, all three pillars of the special circumstances as per the HESA should be addressed individually and included in the case submission, for example in an application based on medical circumstances, students are expected to address and answer to following:

1. Describe the serious illness or special circumstances affecting your study
2. When did the serious illness or special circumstances commence?
3. How did the serious illness or special circumstances prevent you from completing the subject/s?
4. If special circumstances occurred, how were they beyond your control?

Upon submission of the case, a student will receive a case number and all correspondence will be recorded on file via the Student Portal > My Details > Interactions and all correspondence sent to the student eWeb account.

## Assessment of Special Circumstances

Applications for consideration of Special Circumstances will be assessed by the National Student Experience Manager or delegated authority in conjunction with any relevant College staff, according to the quality of the independent supporting evidence provided by the student.

The College must be satisfied that a student's circumstances were beyond their control and that no prior knowledge of the situation or presenting condition was known prior to census date i.e. if a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the person is not responsible.

- During the case, students are expected to support case assessment by responding to all College communications and requests for further information via the Student Portal > My Details > Interactions tab, within ten (10) working days

Students that do not respond to College communication in a timely manner and / or provide insufficient supporting documentation for case assessment will be informed that the case has been rejected and closed.

- Students are able to complete a new application form with full supporting documentation via the Student Portal > Fees Refunds and Remissions for consideration.
- All applications are to meet the policy 12 month timeframes.

The National Student Experience Manager or delegated authority will:

- consider the application primarily on the basis of the application details, supporting documentation and, where appropriate, consult with relevant College staff.
- consider the student's claims on its individual merits, together with any certified independent supporting documentary evidence that substantiates the application.
- communicate the outcomes of decisions related to this policy in writing no later than **30 working days of the completed submission** for assessment of Special Circumstances.
- provide the student with information on how to appeal any decisions made by the relevant staff in accordance with HESA guidelines. Refer to [Appealing a decision](#).

## Appealing a decision

### Appeal Stage 1 - Internal Review

If the student is not satisfied with the decision and additional information can be provided to support further consideration of the application after receiving the original decision, students may request a decision review:

- by lodging an appeal application **within 20 working days** of the original decision via the Student Portal > Refunds and Remissions > Appeal Refund or Appeal Remissions
- students should include a statement of explanation as to why they believe a review is warranted and supply any additional certified evidence to support the case.

All appeal applications are reviewed by the internal Fees Remissions Committee, whose members include the Director of Student Operations, CEO, or delegated authority.

Upon case review, the committee will:

- confirm the original decision
- vary the original decision
- set the original decision aside and substitute a new decision.

The National Student Experience Manager will notify the student in writing of the Fees Remission Committee decision, no later than **20 working days on the completed appeal submission**.

### Appeal Stage 2 - External Independent Appeal

If the student continues to be dissatisfied with the outcome after an Appeal Stage 1 - Internal Review, students may apply for an external appeal of the decision to the Administrative Review Tribunal (ART) for a formal Review of Decision.

- the application **must be lodged at the ART within 28 days** of receiving notice of the Appeal Stage 1 - Internal Review decision.
- the student is to lodge the application directly with the AAT via <https://www.art.gov.au/>
- if a student applies to the ART for formal review of decision, they may be liable for an application fee
- from the time of student application of the appeal to the ART, the College will correspond directly with the ART on the case.

The College will abide by the external recommendations of the ART decision.

International students studying on a student visa must consult the *Complaints and Appeals Policy - International* for information about what to do if they wish to appeal a decision externally (through the International Student Ombudsman).

## Submitting an application – former students

To submit an application for removal of financial liability, the former student must:

- complete the Remission of Financial Liability due to Special Circumstances Application Form – HE found on the College's website and submit the form via email to [remissions@endeavour.edu.au](mailto:remissions@endeavour.edu.au).
- attach **certified** supporting documentation to the application
- complete the application within twelve (12) months from the relevant census date of the subject/s applied for
- state why the former student was able to complete some subjects and not others, if an application is submitted for some, but not all, enrolled subjects.

When submitting an application, all three pillars of the special circumstances as per the HESA should be addressed individually and included in the case submission, for example in an application based on medical circumstances, former students are expected to address and answer to following:

1. Describe the serious illness or special circumstances affecting your study
2. When did the serious illness or special circumstances commence?
3. How did the serious illness or special circumstances prevent you from completing the subject/s?
4. If special circumstances occurred, how were they beyond your control?

Upon submission of the case, a former student will receive an email acknowledgement and all correspondence will be recorded on the former student's file under communications, and all correspondence sent to the former student's personal email account.

## Assessment of Special Circumstances – former students

Applications for consideration of Special Circumstances will be assessed by the National Student Experience Manager or delegated authority in conjunction with any relevant College staff, according to the quality of the independent supporting evidence provided by the former student.

The College must be satisfied that a former student's circumstances were beyond their control and that no prior knowledge of the situation or presenting condition was known prior to census date i.e. if a situation occurred which a reasonable person would consider is not due to the former student's action or inaction, either direct or indirect, and for which the person is not responsible.

- During the case, former students are expected to support case assessment by responding to all College communications and requests for further information via email to [remissions@endeavour.edu.au](mailto:remissions@endeavour.edu.au), within ten (10) working days

Former students that do not respond to College communication in a timely manner and / or provide insufficient supporting documentation for case assessment will be informed that the case has been rejected and closed.

- Former students are able to complete a new application form with full supporting documentation via the Remission of Financial Liability due to Special Circumstances Application Form - HE.
- All applications are to meet the policy 12-month timeframes.

The National Student Experience Manager or delegated authority will:

- consider the application primarily on the basis of the application details, supporting documentation and, where appropriate, consult with relevant College staff.
- consider the former student's claims on its individual merits, together with any certified independent supporting documentary evidence that substantiates the application.
- communicate the outcomes of decisions related to this policy in writing no later than **30 working days of the completed submission** for assessment of Special Circumstances.
- provide the former student with information on how to appeal any decisions made by the relevant staff in accordance with *HESA* guidelines. Refer to [Appealing a decision](#).

## Appealing a decision

### Appeal Stage 1 - Internal Review

If the former student is not satisfied with the decision and additional information can be provided to support further consideration of the application after receiving the original decision, they may request a decision review:

- by lodging an appeal application **within 20 working days** of the original decision via email to [remissions@endeavour.edu.au](mailto:remissions@endeavour.edu.au). (email title / subject must clearly state it is an appeal).
- Former students should include a statement of explanation as to why they believe a review is warranted and supply any additional certified evidence to support the case.

All appeal applications are reviewed by the internal Fees Remissions Committee, whose members include the Director of Student Operations, CEO, or delegated authority.

Upon case review, the committee will:

- confirm the original decision
- vary the original decision
- set the original decision aside and substitute a new decision.

The National Student Experience Manager will notify the former student in writing of the Fees Remissions Committee decision, no later than **20 working days after receipt of the completed appeal submission**.

### Appeal Stage 2 - External Independent Appeal

If the former student continues to be dissatisfied with the outcome after an Appeal Stage 1 - Internal Review, they may apply for an external appeal of the decision to the Administrative Review Tribunal (ART) for a formal Review of Decision.

- the application **must be lodged at the ART within 28 days** of receiving notice of the Appeal Stage 1 - Internal Review decision.
- The former student is to lodge the application directly with the ART via <https://www.art.gov.au/>
- if a former student applies to the ART for formal review of decision, they may be liable for an application fee
- from the time of former student application of the appeal to the ART, the College will correspond directly with the ART on the case.

The College will abide by the external recommendations of the ART decision.

## Definitions

**Census Date** - The date nominated by the College at which a student's fee liability and consumption of Student Learning Entitlement (SLE) is assessed. The census date is usually four weeks after the start of a nominated teaching period.

**College** - The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

**Course / Award** - A recognised certification of achievement of competence which may be granted to a student after completion of all the requirements of a Higher Education course.

**Enrolment Date** - The date the student received confirmation of enrolment into a course at the College.

**FEE-HELP** - A loan scheme to help eligible non-Commonwealth supported students pay their tuition fees (Higher Education).

**Former student** – an individual person who was previously enrolled at the College and has either graduated (alumni) or has withdrawn from their enrolment for any reason.

**HECS-HELP** - A loan scheme to help eligible Commonwealth supported students pay the balance of their tuition fees (for eligible Commonwealth Supported Places only).

**HESA** - Higher Education Support Act (2003)

**Re-Credit** - The process by which a liability for FEE-HELP is reversed, and the Student's Learning Entitlement is restored.

**Refund** - Repayment of tuition / administrative fees that have been paid up front.

**Remission** - Fee or debt remission is a process that assesses your eligibility to be released from paying fees or debts or parts thereof. In each case you need to provide evidence that you are eligible under certain criteria.

**Student** - is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Tuition Fee** - A fee paid for the teaching of subjects undertaken in the College. May be paid upfront, via FEE-HELP or before census date on a payment plan.

**Upfront payment** - Payment of all fees for that teaching period prior to the commencement of the teaching period.

## Related Procedures

*Grievance Procedure*

*Complaints and Appeals Procedure - International*



## Further Information

### Related Policies

*Assessment Policy - Higher Education*

*Complaints and Appeals Policy - Domestic - Higher Education*

*Complaints and Appeals Policy - International*

*Disability Policy*

*Fees Policy - HE*

*Fee Policy - International*

*Leave of Absence, Variation of Course and Withdrawal Policy - Higher Education*

*Privacy Policy*

*Reasonable Adjustment Policy*

*Refund Policy - International*

*Special Consideration Policy - Higher Education*

*Student Services Support Policy - HE*

*Student Consultation Policy - Higher Education*

### Related Documents

*Access and Equity Program*

*Access and Equity Student Handbook*

*Inherent Course Requirements - Acupuncture Therapies and Chinese Medicine*

*Inherent Course Requirements - Chinese Remedial Massage*

*Inherent Course Requirements - Naturopathy*

*Inherent Course Requirements - Nutritional and Dietetic Medicine*

*Remission of Financial Liability due to Special Circumstances Application Form - HE*

### Benchmarking

Flinders University

La Trobe University

Torrens University

Victoria University

### Supporting Research and Analysis

*Guidelines for Medical Practitioners on Certificates Certifying Illness*

### Related Legislation

*Higher Education Support Act 2003 (HESA)*

*National Code of Practice for Providers of Education and Training to Overseas Students 2018*

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## Review and Approval

### Policy Author

Director of Student Operations

### Policy Owner

Director of Student Operations

### Contact

[Director of Student Operations](#)

[deirdre.mathias@endeavour.edu.au](mailto:deirdre.mathias@endeavour.edu.au)

### Approval Body

Academic Council

Meeting Date: 10 February 2023

### Policy Status

Revised – fully revised to meet new system processes

### Responsibilities for Implementation

- CEO
- Director of Student Operations
- Fees Remissions Committee
- National Student Experience Manager Coordinator
- National Student Records Coordinator

### Key Stakeholders

- Admissions Team
- All Students
- Student Support, Success and Student Records Teams